Table 3

Distribution of Enquiries/Complaints

Organisation		Enquiries	Complaints
Agriculture, Fisheries and Conservation Department	(AFCD)	69	52
Airport Authority	(AA)	22	11
Architectural Services Department	(Arch SD)	15	16
Audit Commission	(Aud C)	1	1
Auxiliary Medical Service	(AMS)	3	5
Buildings Department	(BD)	365	232
Census and Statistics Department	(C&SD)	4	5
Civil Aid Service	(CAS)	2	2
Civil Aviation Department	(CAD)	4	4
Civil Engineering and Development Department	(CEDD)	12	12
Companies Registry	(CR)	16	5
Correctional Services Department	(CSD)	39	112
Customs and Excise Department	(C&ED)	56	16
Department of Health	(DH)	85	45
Department of Justice	(D of J)	18	10
Drainage Services Department	(DSD)	22	11
Electrical and Mechanical Services Department	(E&MSD)	29	14
Employees Retraining Board	(ERB)	10	5
Environmental Protection Department	(EPD)	68	34
Equal Opportunities Commission	(EOC)	27	15
Financial Reporting Council	(FRC)	0	1
Fire Services Department	(FSD)	40	22
Food and Environmental Hygiene Department	(FEHD)	641	288
General Office of the Chief Executive's Office	(GOCEO)	2	3
Government Flying Service	(GFS)	1	0
Government Laboratory	(Govt Lab)	3	4
Government Logistics Department	(GLD)	2	5
Government Property Agency	(GPA)	5	6
GS - Chief Secretary for Administration's Office	(GS-CS)	18	22
GS - Civil Service Bureau	(GS-CSB)	13	19
GS - Commerce, Economic and Development Bureau	(GS-CEDB)	5	6
GS - Commerce, Industry and Technology Bureau	(GS-CITB)	1	0
GS - Constitutional and Mainland Affairs Bureau	(GS-CMAB)	1	2
GS - Development Bureau	(GS-DEVB)	4	5
GS - Education and Manpower Bureau	(GS-EMB)	29	9
GS - Education Bureau	(GS-EDB)	70	45
GS - Environment Bureau	(GS-ENB)	1	0

Organisation		Enquiries	Complaints
GS - Financial Services and the Treasury Bureau	(GS-FSTB)	5	4
GS - Food and Welfare Bureau	(GS-FHB)	7	2
GS - Health, Welfare and Food Bureau	(GS-HWFB)	1	7
GS - Home Affairs Bureau	(GS-HAB)	4	7
GS - Labour and Welfare Bureau	(GS-LWB)	3	5
GS - Security Bureau	(GS-SB)	3	5
GS - Transport and Housing Bureau	(GS-THB)	3	2
GS - Financial Secretary's Private Office	(GS-FSPO)	2	0
GS - Financial Secretary's Office	(GS-FS)	1	1
Highways Department	(Hy D)	50	34
Home Affairs Department	(HAD)	116	82
Hong Kong Arts Development Council	(HKADC)	2	1
Hong Kong Examinations and Assessment Authority	(HKEAA)	35	35
Hong Kong Housing Authority	(HKHA)	26	12
Hong Kong Housing Society	(HKHS)	24	18
Hong Kong Monetary Authority	(HKMA)	15	6
Hong Kong Observatory	(HKO)	8	3
Hong Kong Sports Institute Limited	(HKSI)	0	1
Hospital Authority	(HA)	440	170
Housing Department	(HD)	825	1,124
Immigration Department	(Imm D)	351	125
Information Services Department	(ISD)	1	3
Inland Revenue Department	(IRD)	131	49
Intellectual Property Department	(IPD)	5	6
Invest Hong Kong	(InvestHK)	0	1
Judiciary Administrator	(JA)	180	48
Kowloon-Canton Railway Corporation	(KCRC)	18	9
Labour Department	(LD)	118	45
Land Registry	(LR)	6	3
Lands Department	(Lands D)	256	419
Legal Aid Department	(LAD)	139	49
Legislative Council Secretariat	(LCS)	4	4
Leisure and Cultural Services Department	(LCSD)	192	193
Mandatory Provident Fund Schemes Authority	(MPFA)	46	17
Marine Department	(MD)	22	14
Office of the Telecommunications Authority	(OFTA)	47	15
Official Receiver's Office	(ORO)	41	28

Table 3

Distribution of Enquiries/Complaints

Organisation		Enquiries	Complaints
Planning Department	(Plan D)	9	18
Post Office	(PO)	107	64
Privacy Commissioner for Personal Data	(PCPD)	20	10
Radio Television Hong Kong	(RTHK)	5	6
Rating and Valuation Department	(RVD)	32	16
Registration and Electoral Office	(REO)	12	10
Securities and Futures Commission	(SFC)	16	7
Social Welfare Department	(SWD)	368	154
Student Financial Assistance Agency	(SFAA)	92	28
Television and Entertainment Licensing Authority	(T & ELA)	15	362
Trade and Industry Department	(TID)	2	0
Transport Department	(TD)	167	136
Treasury	(Try)	8	6
Urban Renewal Authority	(URA)	12	6
Vocational Training Council	(VTC)	20	13
Water Supplies Department	(WSD)	254	120
Total		**5,969**	**4,547**

Note 1. The total number of enquiries and complaints received in Table 1 are 12,169 and 4,987 respectively. They are different from the figures shown in Table 3 for the following reasons:

* An enquiry/complaint involving more than one organisation is shown against each of the organisation.
* Enquiries/complaints involving bodies outside The Ombudsman's jurisdiction are not shown.

Note 2. Organisations under Schedule 1 to The Ombudsman Ordinance with no enquiries/complaints received in the reporting year are not shown.

Note 3. Excluding "complaints to others copied to us" from 2006/07.